NEC

NVM-*Series*

**Voice Mail and Automated Attendant
User's Guide**

This manual has been developed by NEC America, Inc.. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

NEC America, Inc., Corporate Networks Group
4 Forest Parkway
Shelton, CT 06484
www.cng.nec.com

Fold the back panel out for a handy NVM-*Series* Quick Reference Chart.

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About NVM-*Series*

NVM-*Series* connects to your telephone system and provides an Automated Attendant plus Voice Mail. NVM-*Series* includes the following products: NVM-2e, VANGARD Mail and NVM-2000.

About This Guide and the Cross Reference Chart

This guide describes the NVM-*Series* features and how they integrate with the i-Series, DS1000/2000, Portrait 308/824 and ONYX/DS01 telephone systems. Some of the features in this guide are not applicable to all NVM-*Series* models and to all telephone systems. Refer to the *Feature Cross Reference Chart* at the back of this guide. This chart cross-references the features in this guide to their applicable NVM-*Series* models and telephone systems. Features are shown as available (Y), unavailable (N) or available only in certain NVM-*Series* software revisions. For example, 3.0 means the feature is available in software revisions 3.0 and higher.

About the Automated Attendant

The Automated Attendant answers your company's incoming calls, then plays a recorded "greeting," usually in the form of a Welcome Message and Instruction Menu. For example, an outside caller may hear:

- ***Thank you for calling ABC company. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.***

The caller simply dials a code to route their own call. Or, the caller waits for assistance from the company operator.

About Voice Mail

The Voice Mail system lets outside callers leave recorded messages for you. This is very handy when you are out of the office. And, it lets you leave recorded messages for your co-workers. The messages get stored in each person's voice mailbox. To listen to your messages or use other NVM-*Series* Voice Mail features, you call your mailbox (see page 6).

Introducing NVM-*Series*

About Fax Mail

The FAX Mail Option lets callers send a FAX message to your mailbox. NVM-*Series* stores the faxed document as if it were a message, hence the name *FAX Message*. What's nice about FAX Mail is that FAX Messages stay private until you are ready to get a printout of them. To learn how callers can send you FAX Messages and how you can retrieve them, turn to page 36.

About Voice Mail Networking

If your NVM-*Series* system is equipped with the Voice Mail Networking Option, you will be able to exchange messages with any other Voice Mail system that allows AMIS Networking. This means that you can call your NVM-*Series* mailbox and record a message for someone who is using another AMIS-compatible Voice Mail System. NVM-*Series* collects all the recorded "network messages" and sends them to the other Voice Mail systems at the pre-programmed time (s). In addition, you can receive messages from other Voice Mail systems.

NVM-*Series* provides two types of Network Mailboxes for recording messages:

- ■ *Remote Network Mailbox*
  This mailbox is associated with a particular Voice Mail system, perhaps the Voice Mail system that is installed at your corporate offices. To have NVM-*Series* send your message to someone at the corporate offices, you would enter the Remote Network Mailbox number, then the recipient's mailbox number (called the "destination mailbox").

- ■ *Alias Network Mailbox*
  This mailbox is for a particular person at one of the other Voice Mail systems, perhaps a customer or client you call several times a day. To have NVM-*Series* send your message to this person, you enter their Alias Mailbox number. That's it. Just as easy as sending a message to someone in your own company.

And while you are listening to a network message from another Voice Mail system, you can:

- Record a reply. NVM-*Series* will deliver your reply to the message sender at the programmed delivery time.
- Make an immediate call to the message sender. No need to exit your mailbox and make the call.
- Forward the message to another mailbox.

To find detailed instructions for recording and listening to network messages, simply look for the recording and listening topics in the Table of Contents. All the instructions in this guide apply to network messages as well as non-network message with a few exceptions, which are noted.

About the Voice Prompts

The voice prompts are step-by-step recorded instructions that tell you what codes to press on a Touch Tone phone to access the NVM-*Series* features. In this guide, voice prompts will look like this: ***To listen to your messages, press L. To record and send a message, press RS***. You'll notice that the codes are easy to remember because they match some letter (s) in the feature name. And, you do not have to listen to the entire voice prompt before dialing a code.

If you forget what to press or you press a code and hear, ***That is an invalid entry***, you should just wait a few seconds without pressing anything. NVM-*Series* will repeat your choices or will play the voice prompt: ***For a help message, press zero***. Pressing zero gives you a recorded help message.

When you become familiar with the NVM-*Series* system, you can turn off some of the voice prompts, if you wish, and dial zero for recorded help if you need it. For more information, see *Auto Help* on page 54.

Your NVM-*Series* can play voice prompts in different languages. In addition, Automated Attendant callers may be able to dial a code to switch to the language of their choice. Ask your System Administrator for more on this feature.

Introducing NVM-*Series*

Numbers to Remember

Your System Administrator can give you these numbers.

NVM-*Series* outside telephone number _____

NVM-*Series* master extension number_____

NVM-*Series* Voice Mail Key (if any) _____

Remote Mailbox Log-On Code (by default, it is #) _____

Your mailbox number and security code _____

NVM-*Series* Remote Network Mailboxes _____

Remote Destination Mailboxes_____

NVM-*Series* Alias Network Mailboxes _____

Note: Your mailbox number is usually the same as your extension number.

Using Touch Tone and Rotary Dial Phones

To fully use the Automated Attendant and Voice Mail features from outside the company, you must call NVM-*Series* using a Touch Tone phone. If you call NVM-*Series* using a rotary dial phone, you must wait on the line when the Automated Attendant answers. After a short wait, NVM-*Series* may connect you to a company operator or give you an opportunity to leave a message; it depends on how the system is programmed.

Calling NVM-*Series*

Calling the Automated Attendant

To call the Automated Attendant from outside the company

1. Dial NVM-*Series* outside phone number.
   - *The Automated Attendant answers.*
2. Follow the dialing instructions.
   - *If the phone system you call has External Extensions, your call may actually go to another telephone number.*

To call your direct line and reach the Automated Attendant

This works only if all your calls are forwarded to your mailbox (see page 60). In addition, your mailbox must be programmed with a Next Call Routing Mailbox. (See your System Administrator.)

1. Call your line, wait for your greeting.

2. Dial ✳ during the greeting (and before the beep).

To return to the Automated Attendant after you call an extension through the Automated Attendant and can't get through (for example, when the extension is busy)

- If you hear: ***For other options, press 2,*** press 2 to return to the Automated Attendant immediately.
        OR
- If you hear: ***For other options, press 3,*** press 3 to return to the Automated Attendant immediately.
        OR
- Follow the instructions for leaving a message. When done recording, press # to return to the Automated Attendant.
        OR
- When you hear the beep for recording, do not record a message and press # to return to the Automated Attendant.
        OR
- If you hear anything else, simply follow the recorded instructions for returning to the Automated Attendant.

Calling NVM-*Series*

Calling the Automated Attendant (cont'd)

To return to the Automated Attendant after exiting a mailbox	(See *Exiting a Mailbox* on page 22.)
To return to the Automated Attendant after you leave a "quick message"	(See page 37.)
To exit the Automated Attendant	1. Hang up.

Calling Your Subscriber Mailbox

Calling your Subscriber mailbox gives you access to the NVM-*Series* Main Menu. The Main Menu lets you listen to your messages and use other Voice Mail (**VM**) features. When you call your mailbox, NVM-*Series* does the following:

■ Plays the Broadcast Message (if your System Administrator recorded one).

■ Tells you how many messages you have.

■ Plays a "mini" Main Menu of features, then: ***Ready***. Or, it just plays, ***Ready*** if the mini menu is off (see page 54).

In addition, if your mailbox is almost full or full, NVM-*Series* lets you know and asks you to erase some messages.

As soon as NVM-*Series* says something, you can press the code (s) for the feature you want to use. You do not have to wait for: ***Ready***. For the full Main Menu, see page 9.

Calling Your Subscriber Mailbox (cont'd)

To call your mailbox from your extension	If the Message key or lamp is flashing, this means you have messages (see also page 25).

1. ■ **i-Series:** Press only VM key; or, CALL key, dial ✱ 8. On SLT, lift handset, dial ✱ 8.
   ■ **DS1000/2000:** Press ICM, MW. On SLT, lift handset, dial ✱ 8.
   ■ **ONYX/DS01:** Press Message key. On SLT, lift handset, dial ✱ 6.
   ■ **Portrait 308/824:** Press SPK, ICM, dial Voice Mail master number. (If you have new messages, you can instead press SPK, ICM, dial ✱ [or press Mailbox Logon key]).
2. Dial your security code (if required).

To call your mailbox from a co-worker's extension	

1. Get intercom dial tone and dial Voice Mail master extension.
   ● *You hear: **Please enter your mailbox number.***
2. Dial your mailbox number.
   ● *If your mailbox has a security code, you hear: **Please enter your security code.***
3. Dial your security code (if required).

Or, if you're sure your co-worker's mailbox has a security code:
1. Lift the handset and press the key(s) that provide access to the extension's mailbox.
   ● *You hear: **Please enter your security code.***
2. Dial ✱.
   ● *You hear: **Please enter your mailbox number.***
3. Dial your mailbox number, then your security code (if requested).

Calling NVM-*Series*

Calling Your Subscriber Mailbox (cont'd)

To call your mailbox from outside the company through the Automated Attendant

1. Dial NVM-*Series* phone number.
2. Wait for company greeting.
3. Press # during the greeting.
   - *You hear: **Please enter your mailbox number.** If you do not hear this, you may have to press something other than #. Ask your System Administrator for the LOGON code in the Dial Action Table.*
4. Dial your mailbox number.
   - *If your mailbox has a security code, you hear: **Please enter your security code.***
5. Dial your security code (if required).

To call your mailbox from outside your company on your direct line

1. Forward all calls to your mailbox (see page 60).
2. Call line, wait for your greeting.
3. Dial # before beep.
4. Dial your security code (if required).

To "back up" if you inadvertently call a co-worker's mailbox

Use these steps if you follow one of the procedures above and dial a co-worker's mailbox by mistake.

1. When you hear:
   - ***Please enter your security code,*** *dial* ✱.
2. Enter your mailbox number.

The NVM-Series Main Menu

The NVM-*Series* Main Menu of features is shown below. To gain access to this menu, you must call your mailbox (page 6). The menu below also shows you where to go in this guide for more information.

Calling NVM-*Series*

Calling an Announcement Mailbox

An Announcement Mailbox is a mailbox that simply plays recorded information. Typical Announcement Messages include: monthly sales figures, a weekly business schedule, daily interest rates, insurance claim information, movie schedule, etc. You can call an Announcement Mailbox from outside the company and listen to the Announcement Message.

To call an Announcement Mailbox from outside the company

1. Dial NVM-*Series* phone number.
2. Wait for company greeting.
3. Press # during the greeting, then dial Announcement Mailbox number.
       OR
   Listen to the dialing instructions and dial the code for the Announcement.
4. Dial Announcement Mailbox security code (if required).
   - *See your System Administrator for the code. The announcement may play more than once. After it plays, NVM-Series is programmed to hang up or send you back to the Automated Attendant. Dial NVM-Series outside phone number.*

Note: In step 3, you may have to press something other than **#**. It depends on how your system is programmed. Ask your System Administrator for the LOGON code in the Dial Action Table.

Calling a Guest Mailbox

A Guest Mailbox is a mailbox that your System Administrator can reserve for an outside party you know, perhaps a vendor you frequently do business with. You can record messages for the Guest Mailbox, and the Guest can retrieve them through the Automated Attendant or through an extension inside your company.

Your System Administrator can program a Guest Mailbox in one of two ways: with access to all features in this guide or with access to all features except: record and send a message (page 37) and forward a message (page 29).

You may wish to give the instructions below to your Guest and explain to them what they will hear when they call their mailbox (see page 6).

To call their Guest Mailbox through the Automated Attendant, a person must

1. Dial NVM-*Series* phone number.
2. Wait for company greeting.
3. Press # during the greeting.
   - *NVM-Series says:* ***Please enter your mailbox number.*** *If you do not hear this, you may have to press something other than #. Ask your System Administrator for the LOGON code in the Dial Action Table.*
4. Dial Guest Mailbox number.
   - *If the mailbox has a security code, NVM-Series says:* ***Please enter your security code.***
5. Dial security code (if required).

Calling NVM-*Series*

Calling a Guest Mailbox (cont'd)

To call their Guest Mailbox from their special Guest extension (if there is one), a person must

If the Message key or lamp is flashing, this means there are messages in the mailbox.
- *(See also page 25.)*
1. ■ **i-Series:** Press only VM key; or, CALL key, dial ✱ 8. On SLT, lift handset, dial ✱ 8.
   ■ **DS1000/2000:** Press ICM, MW. On SLT, lift handset, dial ✱ 8.
   ■ **ONYX/DS01:** Press Message key. On SLT, lift handset, dial ✱ 6.
   ■ **Portrait 308/824:** Press SPK, dial ✱ (or press One Touch key).
   ● *If your mailbox has a security code, you hear: **Please enter your security code.***
3. Dial your security code (if required).

To call their Guest Mailbox from any extension inside your company, a person must

1. Get intercom dial tone, dial Voice Mail master extension.
   ● *You hear: **Please enter your mailbox number.***
2. Dial Guest Mailbox number.
   ● *If the mailbox has a security code, you hear: **Please enter your security code**.*
3. Dial your security code (if required).

Calling a Message Center Mailbox

Your System Administrator usually sets up a Message Center Mailbox for callers who dial the Automated Attendant from a rotary dial phone. A Message Center Mailbox is a "catch-all" type of mailbox that lets rotary dial callers leave a message without dialing any codes. At some point in the day, someone in your company must call the Message Center Mailbox to listen to the messages and forward them to the appropriate mailboxes (see *Listening to Messages* and *Using the Listening Options).*

There are five features in this guide not available (or not applicable) to a Message Center Mailbox: record and send a message (by pressing RS), record a reply (by pressing RE), record a Mailbox Greeting (by pressing G), record a Future Delivery Message (by pressing FD) and forwarding calls to your mailbox.

For a description of what NVM-*Series* plays when you call a Message Center Mailbox, see page 6. (NVM-*Series* plays the same prompts that it plays for a Subscriber Mailbox.)

To call a Message Center Mailbox from its corresponding extension (if there is one)

If the Message key or lamp is flashing, this means there are messages in the mailbox (See *How You Know You Have Messages* on page 25.)

1. Lift handset.
2. ■ **i-Series:** Press only VM key; or, CALL key, dial ✳ 8. On SLT, dial ✳ 8.
   ■ **DS1000/2000:** Press ICM, MW. On SLT, lift handset, dial ✳ 8.
   ■ **ONYX/DS01:** Press Message key. On SLT, dial ✳ 6.
   ■ **Portrait 308/824:** Press SPK, dial ✳ (or press One Touch key).
4. Dial your security code (if required).

Calling NVM-*Series*

Calling a Message Center Mailbox (cont'd)

To call a Message Center Mailbox from any extension

1. Get intercom dial tone, dial Voice Mail master extension.
   - *You hear: **Please enter your mailbox number.***
2. Dial Message Center Mailbox number.
   - *If the mailbox has a security code, you hear: **Please enter your security code.***
3. Dial your security code (if required).

To call a Message Center Mailbox from outside the company

1. Dial NVM-*Series* phone number.
2. Wait for company greeting.
3. Press # during the greeting.
   - *You hear: **Please enter your mailbox number.** If you do not hear this, you may have to press something other than #. Ask your System Administrator for the LOGON code in the Dial Action Table.*
4. Dial Message Center Mailbox number.
   - *If the mailbox has a security code, you hear: **Please enter your security code.***
5. Dial security code (if required).

Calling a Future Delivery Mailbox

A Future Delivery Mailbox stores Future Delivery Messages. NVM-*Series* sends a Future Delivery Message to other mailboxes on the programmed delivery date and time. (See also *Recording a Future Delivery Message.)*

If necessary, you can call the Future Delivery Mailbox to listen to and erase a Future Delivery Message before NVM-*Series* sends it. You can also access all the other listening options except: record a reply (by pressing RE), have the message forwarded (by pressing MF), and make an intercom call to the message sender (by pressing MC). Besides listening to the Future Delivery Message, the only other feature you can access after calling a Future Delivery Mailbox is "Getting the Time and Date."

To call a Future Delivery Mailbox from an extension	1. Get intercom dial tone, dial VM master ext. • *You hear:* ***Please enter your mailbox number.*** 2. Dial Future Delivery Mailbox. • *If your mailbox has a security code, you hear:* ***Please enter your security code.*** 3. Dial security code (if required).
To call a Future Delivery Mailbox from outside the company	1. Dial NVM-*Series* phone number. 2. Wait for company greeting, press log-on code (by default it's #). • *You hear:* ***Please enter your mailbox number.*** 3. Dial Future Delivery Mailbox. • *If the mailbox has a security code, you hear:* ***Please enter your security code.*** 4. Dial security code (if required).

Calling NVM-*Series*

Calling a Network Mailbox

If necessary, a person can call (i.e., log onto) an Alias or Remote Network Mailbox and listen to the stored messages before NVM-*Series* sends them to the other Voice Mail System (s). NVM-*Series* lets the person use the listening options and all the other features explained in the User's Guide except:

- Record and Send a Message (RS)
- Record a Paging Message (PG)
- Message Notification (OP N)
- Call Waiting (OP CW), Call Announcing (OP CA)
- Call Queuing

If anyone is going to log onto a Network Mailbox, it will probably be the remote Alias Mailbox user. Perhaps the person is visiting your company and wants to check their messages without calling their own mailbox at their company.

To call a Network Mailbox from an extension	1. Get intercom dial tone, dial VM master ext.
	  • *You hear: **Please enter your mailbox number.***
	2. Dial Network Mailbox Number.
	  • *If your mailbox has a security code, you hear: **Please enter your security code.***
	3. Dial security code (if required).

To call a Network Mailbox from outside the company	1. Dial NVM-*Series* phone number.
	2. Wait for company greeting, press log-on code (by default it's #).
	  • *You hear: **Please enter your mailbox number.***
	3. Dial Network Mailbox number.
	  • *If the mailbox has a security code, you hear: **Please enter your security code.***
	4. Dial security code (if required).

About Your Incoming Call Options

NVM-*Series* can handle your incoming callers in a variety of ways.

About Call Announcing

With Call Announcing, the Automated Attendant can let you know who is calling. For more information, see *Using the Call Announcing Option* on page 58.

About Call Queuing

With Call Queuing, NVM-*Series* lets your Automated Attendant callers queue ("wait in line") for your extension when you are busy on a call.

It works like this:

- When you are busy on a call, NVM-*Series* says this to an incoming caller:
  - *Extension X X X (or your recorded name) is busy. To leave a message, press 1. To wait for the extension to become available, press 2. For other options, press 3.*
- If the caller presses 2, NVM-*Series* queues the caller.
- When you hang up your call, NVM-*Series* puts the first waiting call through.
- Callers choosing to abandon the wait have these options: they can leave you a message, return to the Automated Attendant, or hang up.

If you would like your Automated Attendant callers to have this queuing option, see your System Administrator.

Notes: (1) NVM-*Series* will not queue callers if the required number of idle Voice Mail ports is not available. NVM-*Series* activates Call Waiting instead, if Call Waiting is on (see also page 57).
(2) NVM-*Series* will not activate Call Queuing if your Mailbox Greeting or Paging Message is on.
(3) Call Queuing does not apply to callers who dial your direct line while it is forwarded to your mailbox.

About Your Incoming Call Options

About Call Waiting

With Call Waiting, NVM-*Series* lets Automated Attendant callers send a signal (beeps) to your extension while you are busy on a call. For more information, see *Using the Call Waiting Option*.

About the Paging Message

If you record a Paging Message, NVM-*Series* uses it to page you when a caller tries to reach you. NVM-*Series* first parks the caller at your extension, then plays your Paging Message over a page zone in your phone system. You can pick up the parked call from any extension by dialing the Personal Park Orbit code for your extension (which is usually: ✳, then your extension number). A Paging Message is very useful if you are frequently away from your desk.

NVM-*Series* will park and page for two types of callers: Automated Attendant callers and callers who dial your direct line while it is forwarded to your mailbox using code 1. Code 1 forwards unanswered ringing calls (see *Forwarding Calls to Your Mailbox).*

NVM-*Series* handles callers one way if your Paging Message is on and another way if it is off. More specifically:

■ If your Paging Message is on, Automated Attendant calls will not ring your phone. NVM-*Series* immediately parks the caller at your extension and pages you. (This does not apply to direct line callers. Only the "off" option applies.)

■ If your Paging Message is off, an Automated Attendant call or a direct line call rings your extension as usual. If you do not answer after a certain number of rings, NVM-*Series* gives the caller the paging option. The caller hears:

● *To leave a message, press 1. To have the person paged, press 2. For other options press 3.*

The caller can press 1 to leave a message, 2 to park and page, or 3 to reroute their call. Automated Attendant callers who press 3 return to the Automated Attendant. Direct line callers who press 3 can be rerouted whichever way you choose. It depends on how you Next Call Routing Mailbox is programmed. (See the System Administrator.)

About Your Incoming Call Options

About the Paging Message (cont'd)

■ The Paging Message itself is simply a message you record to page yourself. For example, John Smith should record a Paging Message something like this:

● *John Smith. You have a call parked at your extension.*

NVM-*Series* is initially set up to page the All Call Page Zone. To have NVM-*Series* page a different zone, see your System Administrator.

Notes: (1) If Auto Attendant Do Not Disturb is on, NVM-*Series* will not page you. For information on Auto Attendant Do Not Disturb, see *Recording a Mailbox Greeting*.

(2) If you do not want NVM-*Series* to page you, be sure to erase your Paging Message.

To work with a PaGing message

1. Call your mailbox (see page 6).
2. Press PG (74).
3. Follow the voice prompts.
   ● *To hear the Recording Options while recording, press zero.*

About Your Incoming Call Options

About Caller ID

Caller ID identifies the telephone number of an incoming caller. This enhances NVM-*Series* operation in a couple of ways (see below).

Caller ID and the Make Call Option

- If an outside caller tries your extension and gets your Mailbox Greeting, NVM-*Series* can ask the caller to identify (that is, enter) their telephone number right after the greeting plays. (The caller also has the option of not entering the number.)
- Then, the caller can leave a message. If they enter their number, you will be able to press **MC** (Make Call) during their message to make a return call to them without exiting your mailbox.
- In order for this feature to work, your Mailbox Greeting must be recorded (see *Recording a Mailbox Greeting* in this guide) and your mailbox must be programmed for the "Ask Caller's Number" option (see your System Administrator).

Caller ID Automatic Transfer

If your NVM-*Series* system has the Caller ID Automatic Transfer feature, NVM-*Series* can automatically transfer certain incoming calls to your extension without sending them through the Automated Attendant. That is, the caller will not have to listen to the Automated Attendant Welcome Message and Instruction Menu nor will the caller have to dial anything. The call will simply go to your extension.

This is handy if you get many calls from a particular customer or client. You simply ask the System Administrator to enter their telephone number into the NVM-*Series* system. Then, anytime NVM-*Series* receives a call from that number, NVM-*Series* will automatically transfer that call to your extension. Caller ID Automatic Transfer requires that the connected telephone system have Caller ID installed.

About Your Incoming Call Options

About Auto Attendant Do Not Disturb

Auto Attendant Do Not Disturb prevents Auto Attendant calls from ringing your phone. Callers immediately hear your Mailbox Greeting and can leave a message. For details, see *Recording a Mailbox Greeting & Auto Attendant Do Not Disturb* on page 48.

Exiting NVM-*Series*

Exiting the Automated Attendant

To exit the Automated Attendant	Hang up.

Exiting a Mailbox

After you call a mailbox to listen to its messages and/or use other NVM-*Series* features, you exit the mailbox as described below. These instructions apply to Subscriber, Guest, Message Center, and Future Delivery Mailboxes. To exit an Announcement Mailbox, see *Calling an Announcement Mailbox*.

To eXit a mailbox	Press XX (99) or hang up.

To eXit a mailbox, then return to it	Press X # (9 #).

Exiting a Mailbox (cont'd)

To eXit a mailbox and return to the Automated Attendant

You cannot return to the Automated Attendant after you dial 9 to exit a Future Delivery Mailbox from an inside extension.

1. Press X (9).

   ● *Listen for:* **To go to the Automated Attendant, press the star key** *(if you do not hear it, you cannot call the Automated Attendant). You will not hear it if you exit a Subscriber or Message Center Mailbox from an inside extension and that mailbox is not programmed with a Next Call Routing Mailbox (see your System Administrator).*

2. Press ✳.

   ● *If exiting from outside the company, this step calls the Automated Attendant (Instruction Menu) that originally handled your call.*

   ● *If exiting a Message Center or Subscriber Mailbox from an inside extension, this step calls the Automated Attendant (Welcome Message and Instruction Menu) that is set up for the Subscriber's or Message Center's Next Call Routing Mailbox. (This may be different than the Automated Attendant that answers your company's incoming calls.)*

Getting Help and the Time/Date

Getting Recorded Help

If you forget what codes to press or you press a code and NVM-*Series* says:

- *That is an invalid entry:*

■ Wait a few seconds without dialing anything. NVM-*Series* will repeat your choices or play the prompt:

- *For a help message, press zero.*

 At this point you can press zero to hear your options.

■ Press zero right away to get a recorded help message (if you are in your mailbox).

Getting the Time and Date

After you call you mailbox, you can get the time and date.

| To get the TIme and date | 1. Call your mailbox (see page 6). |
| | 2. Press TI (84). |

Listening to Messages

How You Know You Have Messages

NVM-*Series* lets you know you have messages as follows:

■ It flashes the Message key/lamp at your phone. The Message key/lamp flashes as long as there are new messages in your mailbox (that is, messages that you have not started to listen to).

■ You may also hear the synthesized announcement over your phone's speaker:

● *You have a message.*

■ In addition, display phones can show you the total number of messages in your mailbox.

The Message key or lamp goes out when you do the following:

■ Call your mailbox from your extension, even if you do not listen to your new messages (the lamp does not go out until you hang up). If you exit your mailbox and there are still messages not listened to, NVM-*Series* lights the key/lamp again.

■ Call your mailbox from outside the company or from another extension and listen to all your new messages.

If you receive new messages while in your mailbox, NVM-*Series* says:

● *You have received new messages.*

■ NVM-*Series* plays this voice prompt if you dial 9 to exit your mailbox or if you return to the Main Menu of features before exiting. This way, you can listen to the new message before exiting. If you do not listen to them, NVM-*Series* will light the Message key/lamp after you exit to let you know there is a new message.

■ If you wish, you can also have NVM-*Series* call you when you receive messages (see Message Notification on page 52).

Listening to Messages

How You Know You Have Messages (cont'd)

To display how many messages you have

From your i-Series keyset:
1. Do not lift handset.
2. Press CHECK.
3. Dial ✱ 0.

   There are 3 message displays:
   - VOICE MESSAGES
     - *(For messages in your mailbox)*
   - VAU GENERAL MESSAGE
     - *(For a General Message [recorded])*
   - CHECK MESSAGE
     - *(For Messages Waiting)*

4. To see what type of messages you have, press VOL UP/DOWN.
5. To respond to the displayed message, press CALL.
6. To clear the display, press CLEAR.

From your DS1000/2000 keyset:

When you receive new messages, your Interactive Soft Keys show the total number of messages in your mailbox. For example, if you have one new message and one saved message in your mailbox, you see:
- Display keyset: **VM02**
- Super Display keyset: **V-MAIL 02**

From your ONYX/DS01 keyset:
1. Do not lift handset.
2. Press flashing Message key.
   - *You see the message count, then the time/date reappears.*

Listening to Messages

Listening to Your Messages

You can listen to your messages after you call your mailbox. If you listen to a message all the way through, NVM-*Series* will erase or save it, depending on programming. To override the automatic erase/save, press SA to save or E to erase the message. If you listen to only part of a message, NVM-*Series* leaves it in your mailbox. This type of message is classified as a "Held" message.

NVM-*Serie*s assigns a pre-programmed listen mode to your mailbox. A listen mode determines the type of messages that play when you press L to listen. There are four listen modes: New messages, Saved messages, Held messages, or All messages. By default, NVM-*Series* will play all of your messages when you press L to listen. To change the pre-programmed listen mode, see your System Administrator.

You can, however, override the pre-programmed listen mode, on a per call basis, right after you call your mailbox or while your messages are playing. NVM-*Series* reverts back to using the pre-programmed listen mode after you hang up. For details on what to press to override the listen mode, see *Using the Listening Options* on page 28.

If your NVM-*Series* system has the Voice Mail Networking Option and a network message was returned to you for X or Y reason, NVM-*Series* will play the following voice prompt before it plays the returned message:

● *The following network message was returned to you because _____.*

To see the list of reasons why a network message can be returned, see page 41. To find out when it was returned and the system that could not accept it, press TI during or after the message.

Listening to Messages

Listening to Your Messages (cont'd)

To Listen to your Messages

1. Call your mailbox (see page 6).
2. Press L (5). The first or last message plays (depending on programming).
   - *When it's done, you hear:* **The message will be erased when you exit your mailbox.** *or* **The message has been saved.** *Then you hear a mini menu of options. To turn it on/off, see Auto Help on page 54.*
3. Press L to listen to the next one.
   - *If it's the last message, NVM-Series says:* **Going to the first message,** *then plays it. If you were listening in reverse order, NVM-Series says:* **Going to the last message,** *then plays it.*

First Time Logon Tutorial

When you call (log onto) your mailbox for the first time, NVM-Series may play a recorded Announcement and Tutorial to guide you in the basics for using your mailbox. The Announcement Message may be something like this:

- ***Welcome to Your New NVM-Series Mailbox.***

The Tutorial tells you how to record a Mailbox Greeting/Name and assign a Mailbox Security Code. The Announcement Message and Tutorial will play this one time only. They will not play during any subsequent log-ons. If you need instructions later for recording a Mailbox Greeting, Name and/or setting a Security Code, turn to *Recording a Mailbox Greeting/Name* (on page 48) and *Using Mailbox Options (*on page 50), respectively.

Using the Listening Options

You can use the following options while listening to a message in a Subscriber, Message Center, Guest or Future Delivery Mailbox. You can activate an option while the message is playing or right after it finishes playing. To hear these options while listening to a message, press zero. (See also *Listening to Your Messages* on page 27.)

Listening to Messages

Using the Listening Options (cont'd)

Some of listening options are not available to Message Center, Guest and Future Delivery Mailboxes. For more information, see *Calling a Message Center Mailbox*, *Calling a Guest Mailbox* and *Calling a Future Delivery Mailbox.*

To record a REply to a message

NVM-*Series* sends your reply to the mailbox that sent the message (including mailboxes at remote network locations).

1. Press RE (73).
2. Follow the voice prompts.
   - When the process is complete, you will hear: ***The reply has been sent***.
   - If NVM-*Series* has enhanced Reply and does not know the message sender's extension, you can enter the extension number that should receive your call.
   - If you press RE in the middle of a message and the sender is known, NVM-*Series* will erase the message when you exit your mailbox unless auto save is enabled or you save the message. (Auto save is always enabled in NVM-2e.)

To have the Message Forwarded to another mailbox (including network mailboxes)

1. Press MF (63).
2. Follow the voice prompts.
   - You can first record a comment to explain why you are forwarding the message. If you re-forward a message that has been forwarded to you, NVM-*Series* erases the previous forwarder's comment and replaces it with yours, if any. If you are forwarding a network message, see also the second comment on page 31.

Listening to Messages

Using the Listening Options (cont'd)

To have the Message Forwarded to another mailbox (including network mailboxes), cont'd

- You can forward the message to a maximum of 10 mailboxes. You can enter the following mailbox types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

- You can enter mailbox numbers or names for all mailbox types except a remote destination mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts.

- When you enter a Distribution Mailbox number or name, NVM-*Series* sends the message to all the mailboxes on the partner Distribution List. (See the System Administrator for the Distribution Mailbox number or name.)

Listening to Messages

Using the Listening Options (cont'd)

To have the Message Forwarded to another mailbox (including network mailboxes), cont'd

■ If you press MF in the middle of a message, NVM-*Series* will erase it when you exit your mailbox unless auto save is enabled or you save it.

■ A message that you forward to a Network Mailbox can be returned to you. For a list of the reasons why, see page 41.

■ If you record a comment for a network message and forward it to a non-network mailbox, the message is no longer considered a network message. What this means is this: If the recipient presses TI during the message, NVM-*Series* will say that the message is from you, not from the remote sender. Also, if the recipient records a reply, the reply will be sent to you. So, to have a network message retain its network status, do not record a comment.

■ To have NVM-*Series* notify you as soon as a recipient listens to the forwarded messages, make sure you record a comment. Then, when you are finished, press ✱ R for return receipt. (For details, see page 47.)

■ To have NVM-*Series* copy all your messages to another mailbox, (see page 55).

Listening to Messages

Using the Listening Options (cont'd)

To Make a Call to the message sender (including message senders from other Voice Mail systems in the network)

1. Press MC (62).
   - *You hear: **Please Hold.***
   - ■ Then NVM-*Series* calls the extension that left the message. If the message is a network message, NVM-*Series* calls the remote Automated Attendant and dials the mailbox number that left the message. Since in most cases the mailbox number and extension number match, dialing the mailbox number will ring the corresponding extension unless special features at the far end prevent it. If that is the case, you will probably be able to leave a message.

   - ■ If NVM-*Series* has enhanced Make Call and does not know the message sender's extension, you can enter the extension number that should receive your call.

   - ■ If the extension does not answer or is busy, NVM-*Series* lets you record a reply (see page 29). Or, you can simply press ✱ to continue listening (if the message was paused) or select another listening option.

   - ■ If your phone system has Caller ID, you may be able to use MC to reach an outside message sender.

Listening to Messages

Using the Listening Options (cont'd)

To exit the listening mode	1. Press #. ■ You hear an options menu.
To hear TIme, date, sender	1. Press TI (84). ■ If you press TI in the middle of a message, NVM-*Series* plays the time/date/sender, then continues playing the message. ■ If the mailbox is storing responses from an Interactive Mailbox, pressing TI also plays the Reference number for the responses (if it is enabled). *(See also Auto Time-Stamp on page 56.)*
To SAve the message	1. Press SA (72). ● *You hear: **The message has been saved. Ready.*** ■ Pressing SA in the middle of a message pauses the message (except in NVM-2e, which goes to the next message). Press ✳ to continue listening or select another listening option.
To Erase the message	1. Press E (3). ● *You hear: **The message will be erased when you exit your mailbox. Ready.*** ■ Pressing E in the middle of a message pauses the message (except in NVM-2e prior to version 1.08, which goes to the next message). You can press ✳ to continue listening, or you can select another listening option.

Listening to Messages

Using the Listening Options (cont'd)

To Reverse the order in which you Listen to the messages

1. Press RL (75).
   - All the comments for listening to messages apply to listening in reverse order.
     - *See also Listening to Your Messages on page 27.*

To Listen (skip) to the next message

1. Press L (5).
   - *See also Listening to Your Messages on page 27.*

To pause while listening

1. Press ✳.
   - *You hear: **Listening has been paused. To continue listening, press the star key.***

To continue listening after a pause

1. Press ✳.
   - NVM-*Series* plays the message from where you paused it.

To Backup a few seconds and listen

1. Press B (2).
   - NVM-*Series* backs up (rewinds) the message, then automatically plays it. The backup interval is normally 5 seconds.

To Backup to the Beginning and listen

1. Press BB (22).
   - NVM-*Series* backs up (rewinds) the message to the beginning, then automatically plays it.

Listening to Messages

Using the Listening Options (cont'd)

To Go ahead (fast forward) a few seconds and listen

1. Press G (4) before the message ends.
   - The go-ahead interval is normally 5 seconds.

To turn the Volume Up or Down, or restore it to Normal

1. Press VU (88) for volume up.
2. Press VD (83) for volume down.
3. Press VN (86) for normal volume.

To select the list of New messages for listening

1. Press 1N (16).
   - NVM-*Series* will now play only your new messages when you press L to listen. "New" messages include any network messages that were returned to you.

To select the list of Saved messages for listening

1. Press 1S (17).
   - NVM-*Series* will now play only saved messages (from previous mailbox sessions) when you press L to listen.

To select the list of Held messages for listening

1. Press 1H (14).
   - NVM-*Series* will now play only your held messages (from previous mailbox sessions) when you press L to listen. A held message is a message that has been partially listened to and not saved.

To select the list of All messages for listening

1. Press 1A (12).
   - NVM-*Series* will now play through all of your messages when you press L to listen.

Listening to Messages

Retrieving Fax Messages

To send a FAX Message to your mailbox, callers must call you from a FAX telephone. *NVM-Series* then plays recorded instructions on how to send the FAX. Depending on how *NVM-Series* is set up, they may be able to record a comment just before sending the FAX.

To see if you have a FAX message, you simply call your mailbox and press L to listen. If there is a FAX Message, *NVM-Series* plays the recorded comment (if there is one), then says:

- *This X-page FAX Message arrived on (date/time) from (caller's number, if known). The message has been saved.*

You have the following options:

- Leave it in your mailbox until you are ready to get a printout of it.
- Erase it.
- Use the MF command to forward it to another person's mailbox.
- Get a printout of it. To do this, use the MF command to forward the message to a FAX Delivery Mailbox, which in turn sends the document to a pre-designated FAX Machine or to any FAX number you enter. See your System Administrator for more information.
- Use MC to make a call or RE to record a reply to the person who sent the FAX as long as they sent the FAX from an inside extension.

Notes: (1) Your System Administrator can give you the FAX Delivery Mailbox numbers and let you know how FAX Mail is set up: through the Automated Attendant, through your mailbox, or both. If it is set up through your mailbox, your Mailbox Greeting will have to tell the caller how to leave a FAX message.

(2) *NVM-Series* saves FAX Messages even if your mailbox is set up for *auto erase*.

(3) You can receive Message Notification calls for FAX Messages.

(4) Your Auto Forward partner receives a copy of the FAX Message.

Recording and Checking Messages

Recording a Message

NVM-*Series* lets you record a message for a person:

- After you call their extension through the Automated Attendant and can't get through.
- After you call the person's direct line while it is forwarded to their mailbox.
- After you call the Automated Attendant, without calling the person's extension (this is called "quick message").
- After you call your Subscriber Mailbox (or Guest Mailbox, if allowed in programming).
- After you make an Intercom call to their extension and can't get through. (In Portrait 308/824, this works only if the extension you dial has forwarded their calls to NVM-*Series*.)

You can also record a message once and have NVM-*Series* send it to a list of mailboxes, called a Distribution List. You simply enter one mailbox number: the Distribution Mailbox number that is associated with the Distribution List.

If you pause too long while recording or if you exceed the recording limit, NVM-*Series* lets you know. You hear:

- ***Recording has been paused due to silence.*** Or, ***You have exceeded the recording limit.***

NVM-*Series* then lets you know what options you have. (See also *Using the Recording Options* on page 43 and *Using Auto Help* on page 54.)

Note: A tone (beep) sounds to indicate you can begin recording. In the first three methods above, you may be able to dial a code to reroute your call after you leave a message. A person's mailbox greeting will let you know what you can dial. (See also *Recording a Mailbox Greeting* on page 48 and the recording instructions on the pages that follow.)

Recording and Checking Messages

Recording a Message (cont'd)

To record a message after you try an extension through the Automated Attendant or you call a person's direct line

1. Press a key to begin recording, if instructed to do so. Otherwise, just start speaking after the tone.
2. When done, hang up or press # to return to the Automated Attendant.

To record a message for a Distribution List after calling the Auto Attendant

1. Access the Distribution Mailbox.
   - *See the System Administrator.*
2. Start recording after the tone.
3. When done, hang up.
   - *NVM-Series distributes the message to each mailbox on the Distribution List. For another method, see page 40.*

To record a message after you make an intercom call and can't get through

If you hear their greeting or:
   - ***At the tone you can leave a message:***
1. Start speaking after the tone.
2. When you are done, hang up.
3. If you get no-answer, busy tone, or fast busy tone (signifying Do Not Disturb):
   - ■ **i-Series:** Press VM key or dial 8.
   - ■ **DS1000/2000:** Press MW.
   - ■ **ONYX/DS01:** Press Message key.
     - *If no key, dial 6. If there is no key, you cannot leave a message at a DND ext.*
   - ■ **Portrait 308/824:** Dial 3.
4. Leave a message after the tone.
5. Hang up.

Recording and Checking Messages

Recording a Message (cont'd)

To record a "quick message" through the Automated Attendant (i.e., without first calling someone's extension)

1. Dial NVM-*Series* telephone number.
2. Press ✳ during company greeting.
   - *You may have to press 0-9 (it's pro-grammable).*
3. Dial the desired extension number (or dial the desired Alias Network Mailbox number).
   - *You hear the mailbox greeting (if it is recorded) or the voice prompt: **At the tone, you can leave your message for (extension or name).***
4. If a voice prompt or personal greeting requests that you press a key, press that key. Otherwise, go to step 5.
5. Wait for the tone, leave a message.
6. Hang up or press # to return to the Automated Attendant.

Note: If the person you want to leave a message for has a mailbox but no extension, you can simply call the *Automated Attendant* and dial the person's mailbox number to leave a quick message.

Recording and Checking Messages

Recording a Message (cont'd)

To Record a message and Send it to another mailbox (including network mailboxes)

1. Call your mailbox (see page 6).
2. Press RS (77).
   - *To hear the Recording Options while recording, press zero.*
3. Follow the voice prompts.

   ■ You can send the message to a maximum of 10 mailboxes. Simply follow the voice prompts to enter the desired mailbox numbers or names.

   ■ You can enter the following mailbox types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

   ■ You can enter mailbox numbers or names for all types of mailboxes except the destination mailbox for the Remote Network Mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts.

   ■ When you enter a Distribution Mailbox number/name, NVM-*Series* sends the message to all the mailboxes on the partner Distribution List. (See the System Administrator for the Distribution Mailbox number/name. See also page 38 for another method.)

   ■ To have NVM-*Series* notify you as soon as a recipient listens to your message, press ✱ R for return receipt. For details, see page 47.

Recording and Checking Messages

Recording a Message (cont'd)

To Record a message and Send it to another mailbox (including network mailboxes), cont'd

■ Network messages can be returned to you because:

- *The message was too long for the remote Voice Mail system to accept.*
- *The destination (remote) mailbox could not be found.*
- *The destination mailbox did not accept the message.*
- *The destination mailbox was full.*
- *The network call could not be completed.*

Recording a Future Delivery Message

You can record a message using a Subscriber or Guest Mailbox and have NVM-*Series* send it to other mailboxes at a future date and time. Future Delivery Messages make it easy to remind yourself or other people of appointments. For instance, suppose you just found out that you must attend a meeting in two weeks. You can record a reminder message today and have NVM-*Series* send it to you the day before the meeting.

The Future Delivery Message gets stored in the Future Delivery Mailbox until the date and time for delivery. If necessary, you can call (log onto) the Future Delivery Mailbox and erase the message before NVM-*Series* sends it (see *Calling a Future Delivery Mailbox* on page 20).

Recording and Checking Messages

Recording a Future Delivery Message (cont'd)

To record a Future Delivery Message and send it to another mailbox (including network mailboxes)

1. Call your mailbox (see page 6).
2. Press FD (33).
   - *To hear the Recording Options while recording, press zero.*
3. Follow the voice prompts.

   - You can send the message to a maximum of 10 mailboxes. You can enter the following mailbox types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

   - You can enter mailbox numbers or names for all types of mailboxes except the destination mailbox for the Remote Network Mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts.

   - Network messages can be returned to you for several reasons (see page 41).

   - And regarding Distribution Mailboxes: When you enter a Distribution Mailbox number, NVM-*Series* sends the message to all the mailboxes on the partner Distribution List. (See the System Administrator for the Distribution Mailbox number or name.)

   - To have NVM-*Series* notify you as soon as a recipient listens to your message, press ✱ R for return receipt. (For details, see page 47.)

Recording and Checking Messages

Using the Recording Options

You can use the options below while recording. To hear these options while recording, just press zero. NVM-*Series* pauses the recording and lists the options. You can select an option any time during the listing.

Note: NVM-*Series* does not play the recording options when you press zero while recording a reply to a message or while recording a message after making an intercom call. Automated Attendant callers may be able to can press ✶ to pause their recording, then press zero to hear the recording options.

To pause recording	1. Press ✶. ● *You hear: **Recording has been paused. To continue recording press the star key.** You can continue recording or select another recording option.*
To continue recording after a pause	1. Press ✶. ● *You hear: **Recording,** beep.* 2. Start speaking after the beep.
To Backup a few seconds and listen to the recording	You can do this only if you started recording by pressing R or RS, or if you are recording a comment to a message you are going to forward. 1. Press B (2). ■ The recording plays, then pauses. You can press ✶ to continue recording or you can select another option. ■ If you wish, you can edit the recording while its playing: Just press ✶ to pause the playing, then press ✶ again to re-record from that point on. ■ The backup time is normally 5 seconds.

Recording and Checking Messages

Using the Recording Options (cont'd)

To Backup to the Beginning and Listen to the recording	1. Press BB (22) if you started recording by pressing R or RS or if you are recording a comment to a message you are going to forward. Otherwise, press 5 L**.** ■ The recording plays, then pauses. You can press ✲ to continue recording or you can select another option. ■ If you wish, you can edit the recording while its playing: Just press ✲ to pause the playing, then press ✲ again to re-record from that point on.
To Erase the recording	1. Press E (3). ● *You hear:* **The message (recording) has been erased.** *Then you will hear a menu of options or the voice prompt: Recording (this prompt means you can start recording a new message).*
To hear the TIme and date of the recording	You can do this only if you are recording a conversation, a comment to a message you are about to forward, or a message using the RS method. 1. Press 84 (TI). ● *You hear the time and date, then:* **Ready***. You must press ✲ to continue recording or you can select another recording option.*
To end recording	1. Press #

Recording and Checking Messages

Recording Urgent Messages

After you record a message, you can tag it as Urgent so that the message gets priority handling in the recipient's mailbox.

- When the recipient logs on to their mailbox, NVM-*Series* immediately says:
  - *You have an Urgent Message. You have __ (total) messages.*
- Then, when the recipient presses L to listen, NVM-*Series* says:
  - *This is an Urgent Message.*

Notes: (1) You can optionally turn on Message Notification only for Urgent Messages (see page 52).
     (2) If the recipient does not listen to the Urgent Message within a preprogrammed amount of time, NVM-*Series* can, if desired, return a copy of the message to you (i.e., the sender).
     (3) Auto Attendant callers can also leave Urgent Messages for extension users if NVM-*Series* is so programmed.

To record an Urgent Message	1. Record a message using RS, MF, or FD. Press # when done.
	2. Enter a mailbox number to receive the message, then press ✴ U (✴ 8).

Recording and Checking Messages

Recording a Confidential Message

After you record a message, you can tag it as "Confidential." Recipients of Confidential Messages will not be able to use the MF command nor the Auto Forward feature to forward the message to another mailbox.

Note: Auto Attendant callers can also leave Confidential Messages for extension users (if NVM-*Series* is so programmed).

To record a Confidential Message	1. Record a message using RS, MF, or FD. Press # when done.
	2. Enter a mailbox number to receive the message, then press ✻ C (✻ 2).

Checking a Message You Sent

You can check to see if a message you sent has been listened to by the recipient. If the recipient has not listened to the message, NVM-*Series* lets you delete it. You can also listen to the message before you delete it. NVM-*Series* lets you check/delete any message that was recorded using the following methods: RS (Record and Send), MF (Message Forward), and FD (Future Delivery). In the case of FD, you can check/delete the message only after the delivery time and date.

You can also use this feature to see if NVM-*Series* has **sent** a network message that you recorded. If NVM-*Series* says that the message has been listened to, this means that the network message has been sent to the other Voice Mail system.

To Check a Message	1. Call your mailbox (see page 6).
	2. Press CM (26).
	3. Follow the voice prompts.

Recording and Checking Messages

Requesting a Return Receipt

After you record a message, you can request that NVM-*Series* auto-matically place a *Return Receipt* in your mailbox as soon as the recipient listens to your message. The return receipt lets you know the exact date and time that your message was listened to. If you do not get a return receipt, you know for sure that the recipient has not listened to your message and there is no need to use the *Checking/Deleting a Message You Sent* feature.

A return receipt consists of two things: the voice prompt:

- **The following return receipt arrived on (date/time) from (name or number)**

followed by the message that was listened to. You can request a return receipt after you record a message using the following methods: RS (Record and Send), MF (Message Forward While Listening), or FD (Future Delivery).

Notes: (1) Auto Forward partners do not get a copy of the return receipt.
       (2) To get a return receipt using MF, you must record a comment.
       (3) NVM-*Series* provides a return receipt for each recipient on a Distribution List.

To request a Return Receipt	1. Record a message using RS, MF, or FD. Press # when done.
	2. Enter the mailbox number to receive the message, then press ✳ R (✳ 7).

Recording a Mailbox Greeting/Name

Recording a Mailbox Greeting and Auto Attendant Do Not Disturb

You can record up to three different personal greetings for your mailbox to let callers know your whereabouts before they leave you a message. NVM-*Series* plays the greeting that you select as "active."

A typical greeting is:

- ***Hello. I'm away from my desk right now. Please leave a message at the tone, and I will get back to you as soon as I can.***

You may also want to record a greeting for vacation days, and one for evenings. It's up to you. If you do not record a greeting, NVM-*Series* lets the caller know how to leave a message.

Once a greeting is recorded, you can turn Auto Attendant Do Not Disturb on or off.

- If you turn Auto Attendant Do Not Disturb on, Automated Attendant calls will not ring your phone. This is great if you've got a lot of paperwork to do and no time to spend on the phone. NVM-*Series* immediately sends the caller to your mailbox and plays your greeting.

- If you turn Auto Attendant Do Not Disturb off, Automated Attendant calls will try your phone. If you do not answer or are busy on a call, NVM-*Series* plays your greeting. If you have forwarded calls to your mailbox, you should turn off Auto Attendant Do Not Disturb.

Notes: (1) A Mailbox Greeting can be recorded for Subscriber, Guest, and Alias Network Mailboxes.

(2) If your Subscriber Mailbox is programmed with a Next Call Routing Mailbox, a caller can press one or more codes during or after your greeting to re-route their call. For example, after a caller leaves you a message, they can dial someone else's extension. (See the System Administrator for the type of options programmed for your Next Call Routing Mailbox. It is important that you include these dialing options in your mailbox greeting. Otherwise, callers will not know about them.)

Recording a Mailbox Greeting/Name

Recording a Mailbox Greeting (cont'd)

(3) If Auto Attendant Do Not Disturb is on, NVM-*Series* will not activate the following features: Call Parking/Paging, Call Queuing, Call Waiting, or Call Announcing.

(4) If Auto Attendant Do Not Disturb is off, NVM-*Serie*s will play your greeting to callers who decide to leave you a message while using the Call Parking/Paging, Call Queuing, Call Waiting, or Call Announcing feature.

(5) See also Caller ID in this guide (page 20).

To record a mailbox Greeting and turn Auto Attendant Do Not Disturb on or off	1. Call your mailbox (see page 6). 2. Press **G** (4). 3. Follow the voice prompts. ● *To hear Recording Options while recording, press zero.*

Recording a Mailbox Name

You can record a name for a mailbox (Subscriber, Guest, Message Center, Alias/Remote Network). The mailbox name plays in the voice prompts that would otherwise play the mailbox number or its corresponding extension number. For example, if mailbox 303 has the name "Joe Smith," NVM-*Series* plays,

● ***Joe Smith does not answer***
instead of,

● ***Extension 303 does not answer.*** You can record a name that is up to 10 seconds long.

If the System Administrator records a mailbox name using the System Administrator Menu, that name overrides the name you record, and vice versa.

To Record a Name for a mailbox	1. Call your mailbox (see page 6). 2. Press **RN** (76). 3. Follow the voice prompts. ● *To hear the Recording Options while recording, press zero.*

Using Mailbox Options

Changing Your Security Code

If you assign a security code to your mailbox, you will have to enter the code every time you call your mailbox to listen to your messages or use other NVM-*Series* features. A security code can be up to 6 digits long. And you can change the security code at any time. If you forget the security code, the System Administrator can erase your current one so you can enter a new one.

The following types of mailboxes can have a security code: Subscriber, Message Center, Guest, and Network.

To change the mailbox OPtion called, Security code	1. Call your mailbox (see page 6). 2. Press OP (67). 3. Press S (7). 4. Follow the voice prompts.

About Message Notification

With Message Notification, you can have NVM-*Series* call you when you receive messages. You start by customizing the Message Notification options to meet your needs. You can specify:

■ The notification numbers and schedule.
  NVM-*Series* can call up to 3 different notifications in a single day. You must specify the time of day that NVM-*Series* should start and stop calling each number. For example, you may want NVM-*Series* to call your home number only from 6 PM to 8 AM. To have Message Notification call the same number around the clock, enter the same time for the start and stop time. Once you set up the schedules, you must select which notification numbers should be active. NVM-*Series* only calls notification numbers that are active. (Please note: In the voice prompts for Message Notification, NVM-*Series* refers to the notification numbers as notification groups.)

■ Whether you want to be notified of all messages or only messages from a specific person's mailbox (including network mailboxes).

Using Mailbox Options

About Message Notification (cont'd)

- The type of number you wish NVM-*Series* to call: outside, extension, a radio page (with or without an announcer), or a digital pager
- Whether you must enter your mailbox security code after you accept a notification call at a telephone

Once you enable Message Notification, NVM-*Series* will call you as soon as you receive your first message. If you accept the call at a telephone or if the paging service gets through to you, NVM-*Series* waits a preset time before notifying you of the next messages you receive. Ask your System Administrator or see the *System Guide* for the specifics.

If NVM-*Series* calls a non-pager number and gets a busy tone or a "no-answer," NVM-*Series* tries again for a preset number of times, then stops. If your notification number is a pager, you can have NVM-*Series* beep you until you call into your mailbox. Again, ask your System Administrator or see the *System Guide* for the specifics.

When you answer a notification call at a telephone and say "Hello," NVM-*Series* says either one of the following things, depending on the system:

- For outside or inside notification calls, you hear: ***Hello. I have a message for (extension or name). To accept this call, press 1. Otherwise, hang up, and I will call again later.*** If you dial 1, you automatically enter your mailbox (unless you specified that you must enter your security code first). If you hang up, NVM-*Series* treats the call as if it were a "no-answer" and tries you again.

When you receive a notification call at a pager, the paging service beeps you and you must call your mailbox to get your messages, At an announcement radio pager, you hear an announcement as well as a beep. You hear: ***There is a message for (extension or name). You have x messages.*** At a digital pager you see the number to call as well as hear the beep.

Using Mailbox Options

About Message Notification and Urgent Messages

NVM-Series lets you turn on Message Notification for only Urgent Messages, if desired. If you turn it on, NVM-*Series* will ask you to assign a calling priority to the numbers. That is, you can program the order in which NVM-*Series* will call the 3 notification numbers. If you do not assign a priority to a number, NVM-*Series* will not call that number for Urgent Messages. NVM-*Series* will, however, call that number for non-Urgent Messages.

Using Message Notification

To use the mailbox OPtion called, Message Notification

1. Call your mailbox (see page 6).
2. Press OP (67).
3. Press N (6).
4. Follow the voice prompts.

   ■ If necessary, you can enter special codes in the notification number (see page 53).

   ■ You will be able to enter a local or long distance notification number only if these types of notification numbers have been allowed in system programming. (See your System Administrator.)

Using Mailbox Options

Using Message Notification (cont'd)

Note: You can make the following special entries in the notification number.

Enter these codes:	For this special entry:
✳ **F**	■ Flash
✳ **H**	■ Wait 2 seconds to hear any type of sound (if none, NVM-*Series* terminates the call).
✳ **W**	■ Wait 2 seconds for dial tone (if none, NVM-*Series* terminates the call).
✳ **P**	■ Non-monitored pause (NVM-*Series* pauses 2 seconds, then dials next digit.)
✳ **M**	■ Monitored pause (NVM-*Series* pauses 2 sec, then dials the next digit if there is no busy/reorder tone. Otherwise, NVM-*Series* hangs up.) This option is not available in NVM-2e.
✳ **A**	■ Analyzed pause (NVM-*Series* pauses 4 sec, then dials the next digit if no busy/reorder tone. Otherwise NVM-*Series* hangs up.)
✳ ✳	■ ✳
✳ **#**	■ #
✳ **0**	■ Clear number

Using Mailbox Options

Using Auto Help

Auto Help is the automatic "mini" menu of options that plays right after you call your mailbox, after you listen to a message, or when you pause recording or exceed the recording limit. You can turn Auto Help on or off depending on your preference. (You can't turn Auto Help on and off in NVM-2e.)

For example:

- If Auto Help is on and you call your mailbox when you have messages, you hear:

  - *You have x messages. To listen to your messages, press **L**. To record and send a message, press **RS**. For a complete Main Menu of features, press zero. Ready.*

  - *If you do not press anything, NVM-Series repeats your choices.*

- If Auto Help is off and you call your mailbox when you have messages, you hear:

  - *You have x messages. Ready.*

  - *If you do not press anything, NVM-Series says:*

  - *For a help message, press zero.*

(See also *Getting Recorded Help* on page 24.)

Note: Turning Auto Help off or on does not affect the mini menu of options that plays to a caller who records a message through the Automated Attendant or to a caller who records a message after making an Intercom call.

To turn on/off the mailbox OPtion called, Auto Help	1. Call your mailbox (see page 6). 2. Press **OP** (67). 3. Press **AH** (24). 4. Follow the voice prompts.

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Using Mailbox Options

Using Auto Forward

With Auto Forward, NVM-*Series* can automatically copy each of your messages to another person's mailbox – your "partner mailbox." This way, if you are on vacation, your partner can immediately respond to any messages you receive. You will not have to ask someone to check your mailbox.

By default, NVM-*Series* will save each message in your mailbox after copying it to your partner mailbox. NVM-*Series* can, however, be programmed to erase your messages after copying them. (See your System Administrator.)

NVM-*Series* will Auto Forward a message only once unless your partner mailbox is a Distribution Mailbox, which represents a list of mailboxes. In this case, NVM-*Series* copies the message to each mailbox on the list, and then to their Auto Forward partners, if any.

If your mailbox is full when a message comes in, NVM-*Series* will not be able to put the message in your mailbox but will be able to copy the message to your partner mailbox.

If your mailbox and your partner mailbox are full when a message comes in, NVM-*Series* will not be able to accept the message at all.

Notes: (1) You can activate Auto Forward to an Alias Network Mailbox.
(2) NVM-*Series* also lets you manually forward a particular message to another mailbox. (For details, see page 29.)

To change the mailbox OPtion called, Auto Forward

1. Call your mailbox.
2. Press OP (67).
3. Press AF (23).
4. Follow the voice prompts.

Using Mailbox Options

Using Auto Time-Stamp

After playing a message, NVM-*Series* can automatically play the following:
- Time and date that the message was left.
- Name or number of the message sender.

If Auto Time-Stamp is off, you must press TI during or after a message to get this information.

To change the mailbox OPtion called, Auto Time-Stamp

1. Call your mailbox.
2. Press OP (67).
3. Press AT (28).
4. Follow the voice prompts.

Using Mailbox Options

Using the Call Waiting Option

Call Waiting lets the NVM-*Series* Automated Attendant callers send a signal (beeps) to your extension while you are busy on a call. This way, you know when another call is waiting for you.

It works like this:

- When you are busy on a call, the Automated Attendant says this to a caller:

  - *Extension XXX (or your name) is busy. To leave a message, press 1. To wait for the extension to become available, press 2. For other options, press 3.*

- If a caller presses 2, you hear beeps at your extension.
- To answer the Call Waiting beeps, see the User's Guide for your phone. If you do not answer the Call Waiting beeps within a pre-programmed amount of time, NVM-*Series* lets the caller leave you a message.

To let callers page you when you are busy instead of sending you Call Waiting beeps, see your System Administrator. You still have to turn on Call Waiting using steps 1-4. In addition, you have to record a Paging Message (see *About the Paging Message on page 18*).

Notes: (1) If you turn on Auto Attendant Do Not Disturb (see also *Recording a Mailbox Greeting*) or Paging Message, Call Waiting will not be available to callers.

(2) Call Queuing overrides Call Waiting, but only if the pre-programmed number of idle Voice Mail ports is available. For more information, (see *About Call Queuing* on page 17).

(3) Call Waiting does not apply to callers who dial your direct line while it is forwarded to your mailbox.

To turn on/off the mailbox OPtion called, Call Waiting	1. Call your mailbox (see page 6).
	2. Press OP (67).
	3. Press CW (29).
	4. Follow the voice prompts.

Using Mailbox Options

Using the Call Announcing Option

With Call Announcing, the NVM-*Series* Automated Attendant can let you know who is calling before putting the person through to your Subscriber extension. You can accept the call or send it back to the Automated Attendant if you are too busy to take the call.

It works like this:

- The Automated Attendant asks the caller to record their name, then the Automated Attendant calls you.

- When you answer and say "Hello," you will hear this:
  - *Hello. I have a call for (extension XXX or your name) from (the caller's recorded name). To accept this call, press 1. Otherwise, hang up.*

- If you press 1, the Automated Attendant says, ***Connecting***, then connects you to the caller. If you hang up, the Automated Attendant says this to the caller:
  - *Extension XXX is unavailable. To leave a message, press 1. For other options, press 2.*

- The caller can press 1 to leave you message or press 2 to return to the Automated Attendant.

In the ONYX/DS01 phone systems, the Auto Attendant can announce a call while you are already on a call. NVM-*Series* breaks into your call and says:

- *Hello, I have a call for (extension XXX or your name) from (the caller's recorded name).*

To pick up the waiting call, you put your current call on Hold and answer the flashing line. One thing to note: You will not hear the announcement if your extension is Handsfree of if you are in the process of dialing a call. NVM-*Series* can, however, be programmed to send Call Waiting beeps to your extension in these cases.

Using the Call Announcing Option (cont'd)

Notes: (1) To have Call Announcing, the System Administrator must allow it for your Subscriber Mailbox in system programming.

(2) If you turn on Auto Attendant Do Not Disturb (see also *Recording a Mailbox Greeting*) or Paging Message, Call Announcing will not be available to callers.

To turn on/off the mailbox OPtion called, Call Announcing

1. Call your mailbox (see page 6).
2. Press OP (67).
3. Press CA (22).
4. Follow the voice prompts.

Sending Calls to a Mailbox

Forwarding Your Calls To Your Mailbox

To have NVM-*Series* answer your incoming line, you simply forward calls to your mailbox (this applies to Subscriber and Guest Mailboxes). When you forward the calls, NVM-*Series*:

■ Answers the line. NVM-*Series* will also answer Automated Attendant transfers, if they ring your phone, and ringing Intercom calls.

■ Plays your mailbox greeting, if it is recorded. If not, NVM-*Series* lets the caller know the status of your extension (for example, busy), then says:

   ● *At the tone, you can leave a message.*

■ In either case, the caller can leave a message after the tone. You should always have a greeting recorded if you forward calls to your mailbox (see Recording a Mailbox Greeting).

And there is one other forwarding option: You can forward only Automated Attendant transfers to your mailbox. To do this, turn on Auto Attendant Do Not Disturb (see *Recording a Mailbox Greeting* & *Auto Attendant Do Not Disturb*).

Notes: (1) The incoming line is usually referred to as a direct (inward) line.

(2) If Automated Attendant transfers ring your phone and you do not have a direct line, we recommend you do not forward your calls to your mailbox. There really is no need. The Automated Attendant will handle them for you.

(3) Your telephone system may remind you that your calls are forwarded. You may hear:

   ● *"Your calls have been forwarded"* *over your phone's speaker.*

Sending Calls to a Mailbox

Forwarding Your Calls To Your Mailbox (cont'd)

To forward calls to your mailbox

From your i-Series phone:

1. Press idle CALL key (or lift the handset at SLT).
2. Press Call Forwarding key (or dial ✱ 2).
3. Dial Call Forwarding type:
   - 2 forwards on busy.
   - 6 forwards on no-answer (after "X" rings). (See also *About the Paging Message* on page 18.)
   - 4 forwards all calls immediately.
4. Press Voice Mail key.
   OR,
   Dial NVM-*Series* master extension.
5. Select the type of calls to be forwarded:
   - 2 forwards all calls.
   - 3 forwards outside calls.
   - 4 forwards intercom calls.
6. Hang up.

From your DS1000/2000 phone:

1. - **<u>Keyset:</u>** Press ICM
   - **<u>SLT:</u>** Lift handset
2. Dial ✱ 3.
3. Select Call Forwarding type:
   - 2 = Busy/No Answer.
   - 4 = Immediate.
   - 6 = No answer.
4. - **<u>Keyset:</u>** Press MW, SPK to hang up.
   - **<u>SLT:</u>** Dial voice mail master number, hang up.

Sending Calls to a Mailbox

Forwarding Your Calls To Your Mailbox (cont'd)

To forward calls to your mailbox, cont'd

From your ONYX/DS01 phone:

1. Get Intercom dial tone, press #.
2. Dial NVM-*Series* master extension.
3. Dial 1, 2, or 3, then hang up.
   - 1 forwards unanswered calls (after "X" rings). If your Paging Message is recorded, NVM-*Series* gives the caller the paging option. (See *About the Paging Message* on page 18.)
   - 2 Forwards busy **and** unanswered calls.
   - 3 Forwards all calls immediately.

From your Portrait 308/824 keyset:

1. Press SPK, then TRFR.
2. Dial Voice Mail extension.
3. Dial Call Forwarding code:
   - 0 forwards all calls immediately.
   - 1 forwards on busy.
   - 2 forwards on no-answer.
   - 3 forwards on busy or no answer.
4. Press SPK.

From your Portrait 308/824 SLT:

1. Lift handset.
2. Dial 63 for Dial Plan 1.
       OR
   Dial 053 or 953 for Dial Plan 2 (depending on line access code).
3. Dial Voice Mail extension.
4. Dial Call Forwarding code, then hang up.
   - 0 forwards all calls immediately.
   - 1 forwards on busy.
   - 2 forwards on no-answer.
   - 3 forwards on busy or no answer.

Sending Calls to a Mailbox

Forwarding Your Calls To Your Mailbox (cont'd)

To cancel forwarding

From your i-Series phone:
1. Press idle CALL key (or lift the handset at SLT).
2. Press Call Forwarding key (or dial ✶ 2).
3. Dial 0.

From your DS1000/2000 phone:
1. ■ **Keyset:** Press ICM
   ■ **SLT:** Lift handset
2. Dial ✶ 3 0.
3. ■ **Keyset:** SPK to hang up.
   ■ **SLT:** Hang up.

From your ONYX/DS01 phone:
1. Get Intercom dial tone.
2. Press #, hang up.

From your Portrait 308/824 keyset:
1. Press SPK.
2. Press TRFR twice.
3. Press SPK.

From your Portrait 308/824 SLT:
1. Lift handset.
2. Dial 69 to cancel 63.
        OR
   Dial 59 to cancel 053.
        OR
   Dial 959 to cancel 953.
3. Hang up.

Sending Calls to a Mailbox

Transferring a Call to a Mailbox

You can transfer an outside caller to a co-worker's mailbox (Subscriber, Guest, or Alias Network) so the caller can leave a message. This is handy when the caller needs to speak with a co-worker who is out of the office.

You can also transfer a caller to other types of mailboxes. More specifically, you can transfer a call to an Announcement, Interactive, Message Center, Directory Dialing, or Call Routing Mailbox. Your System Administrator can tell you about Interactive, Directory Dialing and Call Routing Mailboxes. The others are described in this guide.

To transfer an outside call to a mailbox	**From your i-Series keyset:** Method 1 1. Press HOLD. 2. Press Voice Mail key. 3. Call extension (by dialing, One-Touch key or DSS Console key). 4. Hang up. Method 2 1. Press DSS Console key for extension. 2. Press Voice Mail key. 3. Dial mailbox number. 4. Hang up. **From your i-Series SLT:** 1. Hookflash. 2. Dial Voice Mail master extension. 3. Dial mailbox number. 4. Hang up.

Sending Calls to a Mailbox

Transferring a Call to a Mailbox (cont'd)

To transfer an outside call to a mailbox, cont'd

From your DS1000/2000 keyset:
DS1000/2000 SLTs cannot Transfer calls to a co-worker's mailbox.
1. Press ICM.
2. Dial desired mailbox number or press DSS key.
3. Press MW, SPK to hang up.

From your ONYX/DS01 keyset:
1. Press Transfer or Intercom key.
2. Press Message key.
3. Dial desired mailbox number.
4. Hang up.

From your Portrait 308/824 keyset:

Method 1
1. Press ICM.
2. Dial extension.
3. Dial 3.
4. Press TRFR.
5. Press SPK.

Method 2
1. Press ICM.
2. Dial 97.
    OR
   Press DSS key for 97.
3. Dial extension.
4. Press TRFR.
5. Press SPK.

Sending Calls to a Mailbox

Recording a Conversation

If you have a keyset with a RECORD key, you can record your telephone conversations for up to one hour. NVM-*Series* stores the conversation in your mailbox as if it were a recorded message.

Note: In some phone systems, a lit RECORD key means NVM-*Series* is busy and you won't be able to record a conversation.

To record a telephone conversation

From your i-Series, DS1000/2000, Portrait 308/824 or ONYX/DS01 keyset:
1. Establish the call.
2. Press RECORD key.

   ■ The key lights. Both you and the other person hear: ***Recording***, then a beep (if enabled in programming). To stop recording, press the RECORD key.

From your i-Series SLT:
1. Establish the call.
2. Dial 154.

   ■ Both you and the other person hear: ***Recording***, then a beep (if enabled in programming). To stop recording, hang up.

From your Portrait 308/824 SLT:
1. Hookflash.
2. Dial 95.

   ■ Both you and the other person hear: ***Recording***, then a beep (if enabled in programming). To stop recording, hang up.

Sending Calls to a Mailbox

Personal Answering Machine

The Personal Answering Machine feature answers your incoming calls and screens them, much like a home answering machine. The caller's message is broadcast over your speaker and recorded into your NVM-*Series* mailbox. You have several options while the Personal Answering Machine feature is activated. (See the procedures below.)

Check with your System Administrator to be sure your telephone system is set up for Personal Answering Machine Emulation.

To enable Personal Answering Machine	**From your i-Series keyset:**
	1. Press idle CALL key.
	2. Press Call Forwarding key (or dial ✳ 2).
	3. Dial 1.
	4. Select the type of calls to be forwarded:
	■ 2 forwards all calls.
	■ 3 forwards outside calls.
	■ 4 forwards intercom calls.
	5. You can do one of the following:
	■ Simply listen to the broadcast over the speaker.
	■ To listen to the message in privacy, lift the handset. The call still gets recorded.
	■ To talk to the caller, press the flashing CALL key. Recording stops.
	■ To make a call during the broadcast, make it like you normally would. The call still gets recorded.

Sending Calls to a Mailbox

Personal Answering Machine (cont'd)

To enable Personal Answering Machine, cont'd

From your DS1000/2000 keyset:
1. Press ICM.
2. Dial ✻ 3 8.
3. Dial Answering Machine Emulation option:
   - 2 = Forward all calls.
   - 7 = Forward just outside calls.
4. Press SPK to hang up.

From your ONYX/DS01 keyset:
1. Get intercom dial tone.
2. Dial #.
3. Press Message key.
4. Dial 4.
5. Hang up.
6. You can do the following:
   - Simply listen to the broadcast over the speaker.
   - Lift the handset to talk to the caller.

To disable Personal Answering Machine

From your i-Series keyset:
1. Press idle CALL key.
2. Press Call Forwarding key (or dial ✻ 2).
3. Dial 0.

From your DS1000/2000 keyset:
1. Press ICM.
2. Dial ✻ 3 0.
3. Press SPK to hang up.

From your ONYX/DS01 keyset:
1. Get intercom dial tone.
2. Dial #.
3. Hang up.

Notes on Other Integrations

About NVM-2004

Use NVM-*Series* model NVM-2004 if you have a telephone system other than i-Series, DS1000/2000, ONYX/DS01 or Portrait 308/824. This section describes the differences between the NVM-2004 features and the feature descriptions in this guide. All other features apply as written.

Calling a Mailbox (From an Extension)

Your phone system may or may not allow you to press a Message key to call (log onto) your mailbox. The method that always works follows.

To call your mailbox (from an extension)

1. Get intercom dial tone and dial the NVM-*Series* master extension.
   - If you hear the company greeting, dial # (or other logon code).
2. Dial your mailbox number, if requested.
3. Dial your security code, if one has been programmed.

Leaving a Message by Pressing a Key After an Intercom Call

Not available.

Caller ID

Not available.

Record a Conversation

Not available.

Notes on Other Integrations

Call Forwarding to a Mailbox

You must use the Call Forwarding procedure for your phone system. Enter the NVM-*Series* extension number for the forwarding destination. Please note that *Call Forwarding to a Mailbox* may not be available in your phone system.

Transfer to a Mailbox

To transfer a call to a mailbox

1. Hold call or press Transfer key.
2. Dial NVM-*Series* extension.
3. If you hear the company greeting, dial #, ✳, extension and release call.

    OR

    If you hear: ***Please enter your security code***, dial ✳, ✳, extension and release call.

    ■ In NVM-2004 Release 5.0 and earlier, dial 9 before ✳, ✳.

        OR

    If you hear: ***Please enter your mailbox number***, dial ✳, then extension and release call.

Using Alliance

About Alliance

This section provides supplemental information on using NVM-*Series* with Alliance telephone systems. All other features in this guide apply as written.

Calling a Subscriber, Guest or Message Center Mailbox

To call the mailbox (from your extension)
1. Lift handset.
2. Dial #.
   - *If your mailbox has a security code, you hear: **Please enter your security code.***
3. Dial your security code.

How You Know You Have Messages

To display how many messages you have
1. Simply look at the display.

Forwarding Your Calls To Your Mailbox

To forward calls to your mailbox
1. Press FTR key.
2. Dial 61 to forward all calls.
      OR
   Dial 62 to forward busy/no-answer.
3. Dial Voice Mail master extension.
4. Press FTR key.

To cancel forwarding
1. Press FTR key.
2. Dial 61 or 62 (whichever you used).
3. Press FTR key.

Transferring a Call to a Mailbox

To transfer an outside call to a mailbox
1. Press HOLD key.
2. Dial Voice Mail access code.
3. Dial extension or press its DSS key.
4. Press TRF and hang up.

Cross Reference Chart

NVM-Series Feature Cross Reference (Sheet 1 of 3)				
Feature	**NVM-2e**	**VANGARD**	**NVM-2002**	**NVM-NT**
Applicable Phone Systems				
28i/124i	Y	Y	6.01	Y
704i	N	N	4.00.01	Y
ONYX VS/DS01	Y	Y	Y	Y
ONYX II/III/IV	N	Y	Y	Y
DS1000/2000	Y	Y	Y	Y
Portrait 308/824	Y	Y	7.0	Y
[1] in the following chart means the feature is not available with Portrait 308/824.				
Automated Attendant	Y	Y	Y	Y
Call Announcing[1]	N	Y	Y	Y
Call Blocking	Y	Y	Y	Y
Call Queuing	N	N	Y	Y
Call Waiting[1]	N	Y	Y	Y
External Extension (ONYX/DS01)	N	Y	6.01	Y
Interactive Messaging (Scripted Prompting)	N	N	Y	Y
Speech Recognition	N	N	N	Y
Voice Mail				
Auto Save/Auto Erase (Auto Save always enabled in NVM-2e)	Y	Y	Y	Y
Caller ID[1]	N	Y	4.00.01	Y
Caller ID Automatic Transfer[1]	N	Y	6.01	Y
Calling Your Subscriber Mailbox	Y	Y	Y	Y
Enhanced Log In from Co-worker's Extension (Dial * to hear previous menu)	Y	Y	6.01	Y
Check or Delete Message	N	Y	Y	Y
Delete if Not Listened To Option	N	Y	6.01	Y
Exit a Mailbox	Y	Y	Y	Y
Return to Automated Attendant[1]	N	Y	Y	Y
Fax Mail/Fax-On-Demand	N	N	6.01	Y
Fax Server	N	N	10.0	Y
Future Delivery Message	Y	Y	Y	Y
Request Return Receipt	N	Y	6.01	Y
Help	Y	Y	Y	Y
Integration Options				
Forwarding to your Mailbox	Y	Y	Y	Y
Leaving a Message at Busy/DND Extension[1]	Y	Y	Y	Y
Message Check (Display)[1]	Y	Y	Y	Y
Personal Answering Machine[1]	Y	Y	Y	Y
Recording a Conversation	Y	Y	Y	Y

Cross Reference Chart

NVM-Series Feature Cross Reference (Sheet 2 of 3)				
Feature	NVM-2e	VANGARD	NVM-2002	NVM-NT
Transferring a Call to a Mailbox	Y	Y	Y	Y
Transferring a Call to the Auto Attendant	Y	Y	Y	Y
Listen to Messages	Y	Y	Y	Y
Backup to Beginning	Y	Y	Y	Y
Programmable Backup Interval	N	Y	4.00	Y
Backup a Few Seconds	Y	Y	Y	Y
Erase Message	Y	Y	Y	Y
Exit Listen Mode	Y	Y	Y	Y
First Time Logon Tutorial	N	Y	7.0	Y
Get Time, Date, Sender (NVM-2e doesn't provide Sender)	Y	Y	Y	Y
Go Ahead a Few Seconds	Y	Y	Y	Y
Programmable Go Ahead Interval	N	Y	4.0	Y
Have Message Forwarded	Y	Y	Y	Y
Request Return Receipt	N	Y	6.01	Y
Listen to Next Message	Y	Y	Y	Y
Press SA or E while listening to pause message	Y	Y	Y	Y
Make Call to Sender	N	Y	Y	Y
Enhanced Make Call (when recipient not known)	N	Y	6.01	Y
Pause/Resume Listening	Y	Y	Y	Y
Record a Reply	Y	Y	Y	Y
Enhanced Reply (when recipient not known)	N	Y	6.01	Y
Restore Volume to Normal	Y	Y	Y	Y
Reverse Listening Order	Y	Y	Y	Y
Save Message	Y	Y	Y	Y
Turn Volume Down	Y	Y	Y	Y
Turn Volume Up	Y	Y	Y	Y
Mailbox, Announcement	Y	Y	Y	Y
Mailbox, Future Delivery	Y	Y	Y	Y
Mailbox, Guest	N	Y	Y	Y
Mailbox, Message Center	N	Y	Y	Y
Mailbox, Modem[1]	N	Y	Y	N
Mailbox, Network	N	Y	4.00	Y
Mailbox, Subscriber	Y	Y	Y	Y
Mailbox Greeting	Y	Y	Y	Y
Auto Attendant DND	Y	Y	6.01	Y
Multiple Mailbox Greetings	N	Y	4.0	Y
Number of Greetings	1	3	3	Y
Mailbox Name	Y	Y	Y	Y
Mailbox Options	Y	Y	Y	Y

Cross Reference Chart

NVM-Series Feature Cross Reference (Sheet 3 of 3)				
Feature	**NVM-2e**	**VANGARD**	**NVM-2002**	**NVM-NT**
Auto Forward	N	Y	4.0	Y
Auto Help	N	Y	Y	Y
New dialing code (AH)	N	Y	4.0	Y
Auto Time Stamp	N	Y	4.0	Y
Call Announcing	N	Y	Y	Y
Call Waiting	N	Y	Y	Y
Message Notification, External	Y	Y	Y	Y
Message Notification, Internal[1]	Y	Y	Y	Y
Message Notification for Urgent Messages	N	Y	7.0	Y
Security Code	Y	Y	Y	Y
Networking	N	Y	4.0	Y
Paging Message (Park and Page)[1]	N	Y	Y	Y
Record and Send a Message	Y	Y	Y	Y
(From Automated Attendant)				
Dial * to pause (stop in NVM-2e) and 0 for options	Y	Y	4.0	Y
If extension doesn't answer	Y	Y	Y	Y
Quick Message	Y	Y	Y	Y
Recording for Distribution List	Y	Y	4.0	Y
Backup a Few Seconds	Y	Y	Y	Y
Backup to the Beginning	Y	Y	Y	Y
Cancel Previous Mailbox	Y	Y	Y	Y
Confidential Message	N	Y	7.0	Y
End Recording	Y	Y	Y	Y
Erase Recording/Message	Y	Y	Y	Y
Hear Time and Date	N	Y	Y	Y
Pause/Resume Recording	N	Y	4.00	Y
Request Return Receipt	N	Y	6.01	Y
Select Recipient by Mailbox	Y	Y	Y	Y
Select Recipient by Name	Y	Y	Y	Y
Selection Method Switch	Y	Y	Y	Y
Send Message	Y	Y	Y	Y
Urgent Message	N	Y	7.0	Y
Select Listen Mode				
All Messages	N	Y	Y	Y
Held Messages	N	Y	Y	Y
New Messages	N	Y	Y	Y
Saved Messages	N	Y	Y	Y
System Administrator Options	Refer to the System Administrator's Quick Reference for your system.			
Time and Date	Y	Y	Y	Y
Voice Prompts	Y	Y	Y	Y
Multilingual Voice Prompts	N	Y	3.01	Y

Fold this panel out for a handy NVM-*Series* Quick Reference Chart.

Main Menu Features	Pg	Feature	Pg	Feature	Pg	Feature	Pg
Listen to Messages (5)	25	**While listening you can:**					
		Record **RE**ply (73)	29	**R**everse **L**istening Order (75)	34	Turn **V**olume **U**p (88)	35
		Have **M**sg **F**orwarded (63)	29	**L**isten to Next Msg (5)	34	Turn **V**olume **D**own (83)	35
		Make **C**all to Sender (62)	32	**B**ackup a Few Secs (2)	34	Restore **V**olume to Normal (86)	35
		Get **TI**me, Date, (Sender) (84)	33	**B**ackup to **B**eginning (22)	34	Exit Listen Mode (#)	33
		SAve Message (72)	33	**G**o Ahead a Few Seconds (4)	35		
		Erase Msg (3)	33	Pause/Resume Listening (*)	34		
Record & **S**end a Message (77)	37	**While recording you can:**		**When done recording you can:**		**After entering a mailbox number or name you can:**	
		Backup a Few Secs (2)	43	Specify recipients by **N**ame. (*6)	-	**R**equest a return receipt. (*7)	47
		Backup to **B**eginning (22)	44	Erase msg and return to Main Menu. (**)	-	Tag a message as "**U**rgent." (*8)	45
Check or Delete **M**essage (26)	46	Pause/Resume (*)	43			Tag a message as "**C**onfidential." (*2)	46
Mailbox **G**reetings (4)	48	**E**rase Recording (3)	44			Send msg and return to **M**ain Menu. (#)	-
Record Mailbox **N**ame (76)	49	Hear **TI**me/Date (84)	44			Specify **N**ext recipient by the opposite method. (*6)	-
Future **D**elivery Message (33)	42	End Recording (#)	44			Cancel previous mailbox. (*)	-
Pa**G**ing Message (74)	18					Erase msg and go to Main Menu. (**)	-
Mailbox **OP**tions (67)	50	**The mailbox options are as follows:**					
TIme and Date (84)	24	**S**ecurity Code (7)	50	Auto **F**orward (23)	55	**C**all **A**nnouncing (22)	58
Sys **A**dmin Options (72)	-	Message **N**otification (6)	50	Auto **T**ime-Stamp (28)	56	Exit Menu (#)	-
Select Listen Mode	27	Auto **H**elp (24)	54	**C**all **W**aiting (29)	57		
New Messages (16)	35						
Saved Messages (17)	35						
Held Messages (14)	35						
All Messages (12)	35						
E**X**it Mailbox (9)	22						